

The Building Buzz is a monthly bulletin intended to highlight key happenings at the NSSC. For up-to-date information, check out the NSSC Employee Homepage at internal.nssc.nasa.gov. Submit your department milestones to NSSC-CUST-SAT-and-COMM@nasa.gov.

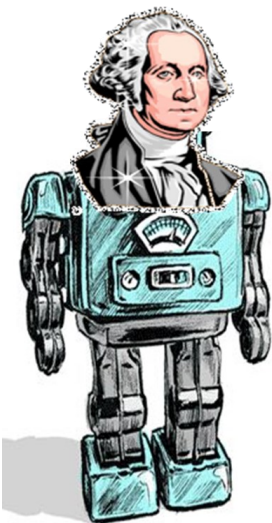
BOTS 101

The NSSC is currently in the piloting phase of the Intelligent Automation project. We expect to reach “go-live on October 1. These bots will not only be the first at NASA, but have the potential to be the first bots used in the federal government. Customers that are having bots trained to support daily work activities are the OCIO, OCFO, BAD and HR. Over the summer the pilot will include FM, PR and a second HR opportunity. FM will start in May.

Washington Bot is the first NSSC bot. He is a digital employee with skills, permissions to NASA applications such as NAMS, SAP, and ServiceNow. Washington Bot has a NASA email address, access to the NDC domain, an ACES seat and a set of skills that will fit some, but not all, tasks.

Washington Bot will complete menial tasks throughout our processes. Robotic Process Automation will automate the recurring, routine tasks that are often just copy and paste work. will allow us to spend more time focusing on people issues.

Be on the lookout for the next BOTS Lunch and Learn series!



Updates on Center Transitions of Purchase Card Programs to the NSSC

In early May, the NSSC Purchase Card Team is traveling to AFRC for a site visit to prepare for transition and review the project schedule and transitional activities. While at Armstrong, the NSSC P-Card Team will also conduct fact-finding sessions, meet with their Procurement Leadership as well as host two Town Hall meetings with AFRC cardholders and approving officials. The anticipated “go-live” for the AFRC transition is June 1, 2017.



ETDY to Transition to the NSSC

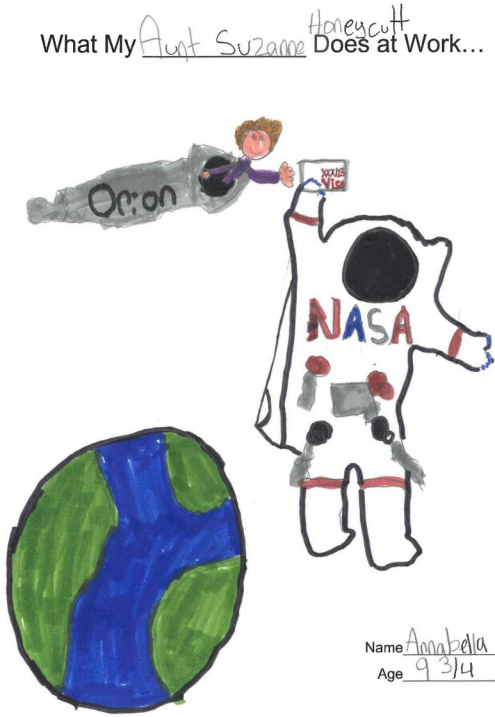
NSSC’s FM Division hosted an Extended TDY (ETDY) face-to-face (F2F) the week of April 24. The F2F focused on policy updates/changes, documentation, and process changes/additions in preparation of the ETDY transition.

Project Status – Implementation Efforts: NASA’s ETDY implementation will occur in two phases and span approximately nine months. Centers were selected for each phase based on the volume of ETDY activity in a manner to provide a balance of smaller and larger volume Centers, with AFRC and ARC in same phase since ARC currently performs this function for both Centers.

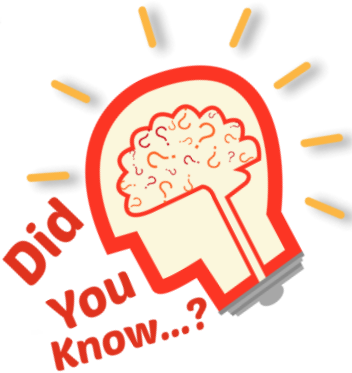
- Phase 1 Transition Oct. – Dec. 2017. Phase 1 will include a larger volume of activity to gauge any changes to resources needs early and additional time between phases can be identified, if needed.
- Phase 2 Transition Feb. – Apr. 2018. Phase 2 will include Centers with slightly lower volumes. This will provide a steady increase in activity throughout the transition year so the NSSC can manage resources for this activity effectively with minimal risk to the level of customer service. Because ETDY travel can span a year or more, all open ETDY will transition to the NSSC with existing ETDY-related documents being in an ‘authorized’ (TAs) or ‘complete’ (vouchers) status prior to transition.



What My Aunt Suzanne Does at Work...



Name Annabella McSwain
Age 9 3/4



Did you know that the NSSC has been winning awards?

In March, the NSSC won first place in the Excellence in Process Improvement category at the Shared Services and Outsourcing Network Excellence Awards.

In April, The NSSC Enterprise Service Desk was the winner in the “Overall Experience” category at the 2017 Government Customer Service Excellence Awards.

Congratulations to Annabella McSwain, niece of Suzanne Honeycutt. Annabella’s drawing is the winner of our NSSC Kids Coloring Contest! Keep a look out for the other drawings around the building.



NASA’s 4th Annual NASA Moves! Fitness Challenge runs May 5 to May 26 this year. Check out <https://inside.nasa.gov/health4life/nasa-moves2017> for more info or contact Venetia Gonzales.